Role Description
Service Delivery Officer

Cluster	Transport
Agency	Sydney Trains
Directorate/Division/Business Unit	Finance and Business Services / Information Technology / Operations
Location	Sydney
Role Grade or Band	RC6
Senior Executive Work Level Standards	Not Applicable
Kind of Employment	Permanent Full Time
Role Number	51019197
ANZSCO Code	313112
PCAT Code	1229192
Job Code	81000367
Health Assessment Category - Safety	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	October 2019
Agency Website	https://www.transport.nsw.gov.au/sydneytrains

Overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Primary purpose of the role

The Service Delivery Officer supports a number of key functions within the Service Management group that enables the delivery of a high quality IT service to end users. This role is responsible for ensuring that IT services are delivered as seamlessly as possible by working collaboratively across TfNSW IT and associated vendors.

Key accountabilities

- Act as single point of contact on all escalated P3 & P4 incidents or service requests impacting the Agency, to ensure IT services are fulfilled as quickly as possible and provide regular updates.
- When directed provide backup assistance to the Situation and Service Delivery Managers
- Work collaboratively with all resolver groups, including Service Providers and TfNSW teams to deliver customer outcomes
- Ensure that all executive and operational reporting requirements are accurate and detailed
- Provide guidance and assistance to customers for complex requests that span multiple service teams
- Provide timely assistance to VIPs (including Executives and critical sites such as ROC) as required

- Be an ambassador for IT, working across the business to provide effective communication on IT matters and build relationships with other teams to ensure effective dialogue between departments
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains SMS requirements as defined in SMS document number SMS-02-RG-3058

Key challenges

- Working with multiple resolver groups and external providers, at various stages of incident, service requests and escalations to support end-to-end resolution timeframes that meet business expectations
- Fielding and managing escalations on behalf of Sydney Trains users, in a centralised cluster operating model
- Provide stakeholder management and ensure clear and concise communication is provided

Key relationships

Who	Why
Internal	
Situation and Service Delivery Managers	• Escalation of issues and direction
Support Teams; Other IT teams	• Working closely with multiple technical and functional teams for day-to day operational production matters • To co-ordinate troubleshooting and resolution of complex issues
Business stakeholders and end users	• Day to day interactions for operational matters
External	
External suppliers and providers	• Day to day interactions for operational matters

Role dimensions

Decision making

As per delegation for the role

Reporting line
The role reports to the Situation and Service Delivery Manager.

Direct reports
Nil

Budget/Expenditure
Nil

Essential requirements

- Relevant IT or Business Degree, with ITIL Practitioner Certification preferred
- Demonstrate experience in Service Operations, delivered by both internal and external parties
- Strong support background in a large-scale and diverse environment of incident management, escalation procedures

Ability to be flexible with working hours, including being on-call for escalations, dealing with high priority incidents out of hours, and visiting multiple sites across the Trains network where required

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Thinks and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation